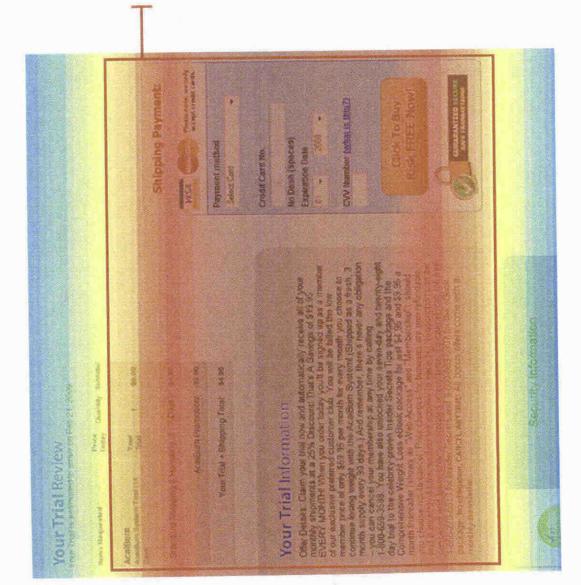


## AcaiBurn Site Heat Map

The heat map pictured to the left tracks visitors to our website and records how long visitors spend on each area of the page. This data is then translated into varying levels of color to illustrate the relative amount of time spent at each particular section.

After taking a random sample of 166 visitors to our site and analyzing their usage data, the following conclusion was drawn: While visitors spent an average of 10 - 30 seconds at the majority of areas throughout the last page, an average of 1 minute and 10 seconds to 1 minute and 20 seconds was spent at the area of the site which clearly presented the terms and conditions of our offer.

Highest volume of web browser attention (100%) down to lowest volume of web browser attention (0%) averaged out over multiple users.



Kleimann ATTACHMENT J (JTM 2nd Presentation Pg 13) - 1



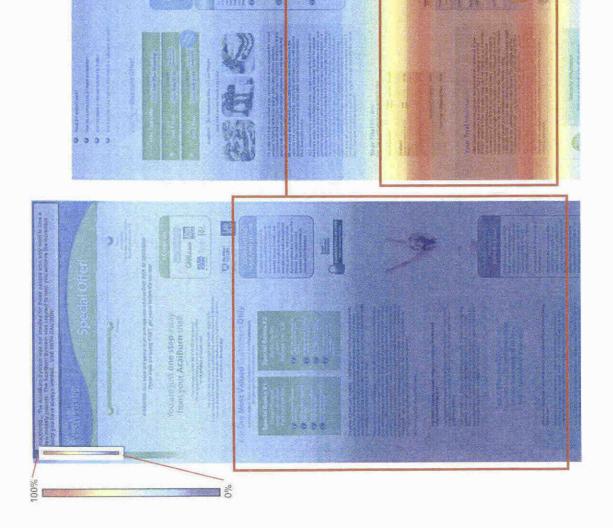
### Product Website Heatmaps

translated into varying levels of color to show the relative amount of time each area of the page. This data is records how long visitors spend on tracks visitors to our website and The heat map pictured to the left spent at each particular section.

percentage of attention out of 100%. darker blue color to indicate a lower Areas of least attention have a

indicate a much higher percentage Areas of very high attention have a yellow and bright red color to of attention out of 100%.

seconds has been recorded in this area of JustThink Media sites that An average of 1 minute and 10 clearly presents the terms and seconds to 1 minute and 20 conditions of our offers.



USETHINK

(JTM 3rd Presentation Pg 27) - 2 Kleimann ATTACHMENT J

## Reading Rates and Comprehension

CLICOTALE"

Heatmap Attention . Activity Calculation Normal . ClickTale Heatmaps (Ibv 27, 2008 to hav 21 54 visitors created 50 pageviews important information pertaining to JustThink Media less than a minute to read and fully comprehend all more than 200 words, it will take the average adult Given that JustThink Offer Details rarely exceed products prior to purchasing.

While proofreading materials, people are able to read at 200 wpm on paper, and 180 wpm on a monitor.

Source: Ziefle, M. (1998), Effects of display resolution on visual performance, Human Factors, 40(4), 555–568

VBScript example using the updated AWS protocol that was announced on October 2006 and will become mandatory on January 2007.

The everyle telegra everales an authoriticated AWS protocol that was announced on October 2006 and will become mandatory on January 2007.

The everyle telegra everales an authoriticated AWS protocol that was announced on October 2006 and will become mandatory on January 2007.

The everyle telegra everales an authoriticated AWS protocol that was announced on October 2006 and will become mandatory on January 2007.

The everyle telegra everales and authoriticated announced and average and

Details of time spent in each area is outlined and color coded in the ClickTale attention tracking heatmaps.

Around the fixation point only four to five letters are seen with 100% acuity.

fixation point

Little the Sustant part pair four to five at an are area.

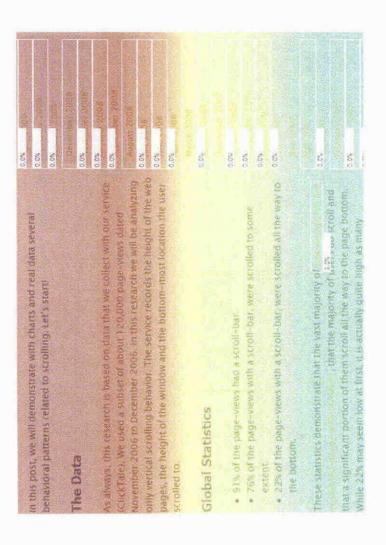
75% 100% 75% 45% Acuity

http://blog.clicktale.com/2007/04/03/clicktale-heatmaps/



(JTM 3rd Presentation Pg 28) - 3

# Scroll Reach Heatmaps by ClickTale.com



JustThink Media product websites are by ClickTale.com.

ClickTale is an industry leader in Customer Experience Analysis (CEA), they provide insight to businesses on their customers online behavior. Founded in 2006 ClickTale has won much acclaim for its reliability and innovation in

Heat maps used to track user activity for

More than 35,000 businesses rely on ClickTale to optimize their website usability and performance.

the area of CEA.

Source: http://www.clicktale.com/product/scroll\_reach\_heatmaps



Kleimann ATTACHMENT J (JTM 3rd Presentation Pg 29) - 4

### Susan Kleimann, Ph.D.

Kleimann Communication Group, Inc. 1321 Rhode Island Avenue, NW Washington, DC 2005 301.233.2844

### **Background Experience**

Dr. Susan Kleimann is President of Kleimann Communication Group, Inc., with over 35 years of experience providing technical assistance to both public and private sector organizations. Since founding Kleimann in 1997, Dr. Kleimann has established the company as a leader in rigorous consumer research for major, national impact projects. Prior to 1997, Dr. Kleimann was Director of the Document Design Center at the American Institutes for Research. She has also worked at the U.S. Government Accountability Office and taught at the university level. Dr. Kleimann also served as the founding Executive Director of the Center for Plain Language in Washington, DC, and recently co-chaired the Center's First Annual ClearMark Award program, which honored the best and worst examples of plain language.

### Selected Experience

Project Director. Department of Health and Human Services (DHHS), Office of the National Coordinator for Health Information Technology. Designing a Web-based Privacy Model Notice for Personal Health Records (PHRs) (2008–2010). For the Office of National Coordinator, Dr. Kleimann served as overall Project Director for the development of the draft web-based model of a standard Personal Health Record (PHR) privacy notice. Working with the Project Manager and team, Dr. Kleimann oversaw the development and analysis of a variety of qualitative research methods to collect data from a broad cross-section of stakeholders that included policy makers, industry leaders, consumer advocates, and consumers. Critical to the development was the fact that this was a web-based disclosure and design needed to reflect the research on reading on the web. The final model provides a framework for PHR vendors to articulate and disclose their privacy and security practices and procedures transparently. The goal is to enable consumers to understand fully and make informed choices about using PHR vendors. Dr. Kleimann participated in briefings and establishing the next steps for the introduction of the web-based PHR privacy notice.

Project Director. Federal Trade Commission. Developing an Easy-to-Understand Prototype
Financial Privacy Notice—A Form Development Project for Six US Government Financial
Regulatory Agencies (2004–2008). Beginning in 2004, Dr. Kleimann facilitated six partnering financial
regulatory agencies through the research and development of a prototype privacy notice that would be
easier for consumers to understand and use. Dr. Kleimann led an iterative document design process that
involved eight design and cognitive usability test rounds over a 12-month period. Dr. Kleimann was
responsible for oversight of the study's qualitative design and methodology as well as the development of

all materials, data collection, and data analysis. Linking the research results, document design principles, and regulatory requirements, the team evolved a prototype financial privacy notice that met and exceeded the project goals of comprehension, comparison, and compliance. Kleimann's report led to the President's signing of the Financial Regulatory Relief Act in October 2006 that directed the financial agencies (including the Office of Thrift Supervision and the Commodity Futures Trading Commission) that regulate the Gramm-Leach-Bliley Act (GLBA) to propose a model privacy disclosure form by April 11, 2007. In a follow-on quantitative project, Dr. Kleimann worked as part of a team to develop the design and survey questions for a 1000+ respondent mall intercept study. In a final portion of the project, Dr. Kleimann led the reconceptualization of the paper disclosure into a web-based disclosure.

Project Director. US Department of Housing and Urban Development (HUD). Redesigning the Good Faith Estimate (GFE) Form (2002–Present). For the Department of Housing and Urban Development, Dr. Kleimann served as project director for a proposed policy change to Real Estate Settlement Procedures Act (RESPA) and the first major redesign in 35 years of the Good Faith Estimate, a consumer disclosure to help consumers make decisions. During the design phase, the Project Team developed a means to explain the technical intricacies of yield spread premium to home buyers. Dr. Kleimann designed and led the execution of extensive qualitative testing to ensure that home buyers understood the information. In addition, she oversaw the design, implementation, and analysis of two rounds of quantitative testing with over 1,200 average homeowners or first time buyers which documented a performance level of accuracy of 93%. The resulting GFE allows consumers to more easily compare different offers from different institutions and to more easily compare this information with the final HUD-1. Dr, Kleimann briefed senior management throughout the project.

Co-Principal Investigator. Georgetown University and Harvard University. Conducting a National Survey on Genetic Testing for Georgetown University and Harvard University Ethical, Legal, and Social Implications Grant (2002–2007). As part of Georgetown University's Ethical, Legal, and Social Implications grant, Dr. Kleimann led numerous focus groups for a study on "Tailoring Smoking Cessation Treatment by Genotype: Implications for Ethics and Clinical Practice." Dr. Kleimann developed the moderator's guide, moderated the groups, and led the grounded theory data analysis of the groups exploring physicians' and consumers' attitudes toward genetic testing for selecting the best smoking cessation therapy. The results of these focus groups helped shape a national survey that will inform the development of appropriate policy, education, and information products about the advantages and disadvantages of the genetic testing so that consumers can make informed decisions. This project continued in 2007 under the auspices of Harvard University in conjunction with Massachusetts General Hospital. Working with a team of academic and health professionals, Dr. Kleimann developed the moderator's guide, moderated the groups, and led the grounded theory data analysis of the groups. These groups investigated the beliefs and attitudes of blacks and whites in both urban and rural areas about the social implications of using this genetic testing to direct treatment for smoking cessation.

Project Director. National Academy of Social Insurance (NASI). Exploring Medicare Beneficiaries' Attitudes Toward Medicare Reform (1998–1999). Working with subject matter experts, Dr. Kleimann designed an innovative methodology to collect data about Medicare beneficiaries' experiences in, concerns about, and suggestions for Medicare in the future. In these ten focus groups with Medicare beneficiaries in the state of California, Dr. Kleimann first collected participants' views on Medicare, then subject matter experts provided education to the participants to elicit more informed discussions. These groups provided data on how elderly people use medical services and make choices about care in a complex Medicare marketplace. The final report received an award of excellence from the Society for Technical Communication. As a follow-on, Dr. Kleimann led the development of a 5-minute video of focus group highlights for testimony to the Senate Special Committee on Aging. The team developed a 20-minute video and a binder for instruction and materials so that others could use a similar methodology to collect additional data. This project has received an Award of Distinction from the Society of Technical Communication and an Award of Excellence in the Society's International competition.

Consumer Assessment of Health Plans Survey (CAHPS), Initial Phase (1996–1998). Dr. Kleimann worked as part of the Harvard Medical School and the RAND teams to develop and test computer and paper reports for the Consumer Assessment of Health Plans Survey project. In particular, she led a usability test of the Version 1.0 of the CAHPS report which focused on low income test subjects. This project was a part of a larger project to develop cognitively-tested questionnaires and reports of consumers' assessments of their health plan in order to improve their decision-making. Dr. Kleimann helped to develop a prototype computer report to be used by people who are privately-insured. In addition, she led the portion of the project that developed a usability protocol to test the comprehension and navigability of the CAHPS booklet with lower income populations. Testing results helped to modify the booklet.

### Education

Ph.D., Rhetoric and Composition, University of Maryland

M.A., English, University of Maryland

B.A., English, Southern Illinois University

### Professional Experience

1997-Present	Kleimann Communication Group, Inc., President
1992–1997	American Institutes for Research, Director, Information Design Center
1986–1992	United States Government Accountability Office,
	Instructional Systems Designer Specialist/Doctoral Dissertation Fellow

### Selected Presentations and Publications

Garrison, L., Hastak, M., Hogarth, J., Kleimann, S., Levy, A., Long, M., Role of Qualitative and Quantitative Consumer Research in Policy Development at Federal Agencies: Two Case Studies, *Marketing and Policy Conference*, Denver, Colorado, May 2010.

Kleimann, S., Working in the New Frontier: Creating Something from Nothing—A Process that Works, *International Plain Language Conference*, Sydney, Australia, October 2009.

Kleimann, K. with S. Kleimann, Dialectic Interface Survey (DIS): An Assessment Tool for Document Designers, *International Plain Conference*, Sydney, Australia, October 2009.

Kleimann, S., Developing Disclosures for Real Consumers to Help Prevent Deception, Delinquency, and Foreclosure – Where Should Policymakers Go From Here? Panel Discussion, FTC Conference on Protecting Consumers in the Mortgage Market: An Economic Assessment of Information Regulation, Mortgage Choice, and Mortgage Outcomes, May 2008.

Kleimann, S. and Joel Winston, Simplified Privacy Notices, Panel Discussion, International Association of Privacy Professionals, Toronto, Canada, October 2006

Kleimann, S., Qualitative Usability Testing Results for the Financial Privacy Notice, American Bankers Association, Orlando, Florida, June 2006.

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